



EMPLOYEE DEVELOPMENT

I. PURPOSE

To provide exceptional customer service by maintaining a high standard of professionalism through competent, well-trained employees.

II. SCOPE

This policy applies to all City employees.

III. POLICY

City employees and their supervisors are responsible for the employee's professional development.

IV. PROCEDURE

Employees and Supervisors have a shared responsibility in the development of a training work plan for successful performance of responsibilities.

A. Responsibility

1. *Individual Employee*

Each employee is accountable for her/his job performance. Employees should request training from their supervisor in the areas that need improvement. At a minimum, employees should be able to perform their essential job duties and consistently exhibit behavior which is aligned with the City's Values statement.

2. *Immediate Supervisor*

The immediate supervisor is responsible for the development of his/her employees. Supervisors shall identify areas for development. Supervisors should ensure their employees are well trained to perform their job duties



and deliver exceptional service delivery and customer service.
Supervisors shall ensure that employees are given the opportunity to train.